Daniel Lewis

SOFTWARE ENGINEER

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Software engineer with a background in information systems and a passion for building seamless and functional web applications. Seeking an opportunity to apply information technology knowledge and ability to use different programming languages and frameworks as needed to build and maintain modern software solutions.

Technical Skills • JavaScript • NodeJs • Python • Flask • React • NextJs • Redux • PostgreSQL • SQLAlchemy • ExpressJs • CSS • Unix/Linux/Windows System Administration • TCP/IP Networking • Network Security • Cloud IaaS • VIM

Technical Certifications • CompTIA IT Operations Specialist (CIOS) • CompTIA Secure Infrastructure Specialist (CSIS) • CompTIA Network+ • CompTIA Security+ • ComTIA A+ • Microsoft Certified: Azure Fundamentals

EXPERIENCE

IT Manager • *OrthoSouth* • Memphis, TN   01/2021 – 08/2022
- Provided actionable metrics to leadership, leading to a 30% improvement in first-call resolution rate and a 25% reduction in ticket backlog.
- Managed a team of Systems and Network Engineers responsible for various critical systems, including VMWare, Windows Servers, Aruba Networking, WAN and LAN Traffic, SAN Storage, and Data Center Maintenance.
- Led multiple enterprise projects encompassing Network Switching, Wireless, Enterprise Storage Solutions, Equipment Renewals, Site Infrastructure Setups, Active Directory and Office 365 domains, and more.
- Collaborated directly with company leadership on department-specific challenges and assisted the CIO in proposing achievable project budgeting balanced with IT department's bandwidth and level of technical debt.
- Spearheaded projects to decommission and upgrade numerous out-dated physical servers, VMWare hosts, Windows VMs, switches, firewalls, wireless equipment, and WAN circuits.

Technical Alignment Manager • *TeamLogic IT* • Memphis, TN   03/2018 – 01/2021
- Focused on implementing procedures and technical guidance to reduce support ticket volume, resulting in improved Monthly Recurring Revenue (MRR), increased customer retention, and a more robust project planning pipeline.
- Organized regular meetings with client's key decision-makers to assess their IT environments and provide recommendations for enhancing system and network performance, ensuring compliance with industry standards.
- Installed and maintained infrastructure components, including Windows Active Directory, DNS, DHCP, File/Print servers, Application Servers, Sonicwall Firewalls, Datto Backup and Disaster Recovery (BUDR) Solutions, various networking solutions, and LOB applications for all clients.

PROJECTS

DSDb | [GitHub](#) | [Live](#)   *React • Redux • Python • Flask • SQLAlchemy*
- Implemented advanced parsing of genuine automotive review data using Python's CSV library on the backend. This facilitated sophisticated data viewing and searching capabilities through a React-based frontend.

Welp! | [GitHub](#) | [Live](#)   *React • Redux • Python • Flask • SQLAlchemy • AWS*
- Collaborated with fellow students to create Review based components within a shared codebase. The components effectively leveraged SQLAlchemy routes on the Flask backend, enabling seamless user review operations, including creation, reading, updating, and deletion.

EDUCATION

App Academy • *Full-Stack Web Development*   09/2023

Nashville State • *Cisco Networking (CCNA) and Network Security* • Nashville, TN   05/2014

Southwest TN Community College • *AAS in Information Technology (Unix/Linux)* • Memphis, TN   05/2009
- *Studied System Administration of both Windows and UNIX/Linux systems, various programming languages (C++ / Perl / JAVA), Cisco Networking, Web development, Project management, and Database Concepts*